FCS enrollment inquiry guide

Washington | Medicaid

Follow these steps to check an enrollee's Foundational Community Supports (FCS) enrollment in ProviderOne:

1. Log in to ProviderOne at https://waproviderone.org.
2. Select **Benefit Inquiry** on the left panel.
3. Use the enrollee's ProviderOne Client ID or full name and date of birth to locate their account information.

Note: The Inquiry Start Date can be adjusted to view up to two years of the enrollee's history.

4. While in ProviderOne, check your enrollee's Medicaid eligibility. For instructions, see the FCS Medicaid Eligibility Check instructions.
5. You will see FCS enrollment in the Managed Care Information section. FCS enrollment will be displayed in one of three ways in the Plan/PCCM Name field. Note the start date and end date for each enrollment segment:
   a. WLP — Employment
   b. WLP — Housing
   c. WLP — Housing & Employment

Managed Care Information

Insurance Type Code	PCCM Code	Plan/PCCM Name	Plan/PCCM ID	Plan/PCCM Phone Number	PCP Clinic Name	Start Date	End Date
HM: Health Maintenance Organization	MC: Capitated	CHPW Fully Integrated Managed Care	105010109	(800) 440-1561	CHAS MAPLE MEDICAL	01/01/2021	12/31/2999
HM: Health Maintenance Organization	MC: Capitated	WLP - Housing & Employment	208713503	(833) 731-2167		08/01/2022	12/31/2999
HM: Health Maintenance Organization	MC: Capitated	WLP - Housing & Employment	208713503	(833) 731-2167		07/01/2022	07/31/2022
HM: Health Maintenance Organization	MC: Capitated	WLP - Employment	208713501	(833) 731-2167		06/01/2022	06/30/2022

Coverage provided by Wellpoint Washington, Inc.

Wellpoint Washington, Inc. profoundly acknowledges and respects the inherent sovereignty of the federally recognized Tribes in Washington state. In our efforts to promote high-quality healthcare, we honor the Tribal right of self-governance, holding in deep esteem the government-to-government relationship existing between the state and the Tribes, a bond reiterated by the Centennial Accord and established by RCW 43.376. We heartily commit to enhancing our coordination, collaboration, and recognition of the deeply rooted traditions and values of the Tribal communities.

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Key points:

- Sometimes an enrollee's FCS services get disconnected when there is a change in their Medicaid eligibility. Medicaid is automatically reconnected when they regain eligibility, but their FCS services are not automatically reconnected in ProviderOne.
- Email your FCS manager if your enrollee's FCS enrollment segments do not match the authorization period you received from Wellpoint. We will research the issue and check with the Washington State Health Care Authority (HCA) ProviderOne enrollment team to see if they need to update FCS enrollment in ProviderOne.

If you have any questions, please contact your FCS manager or the FCS team via email at FCSTPA@wellpoint.com or by phone at **844-451-2828**.